DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

MISSION

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy systematic problems identified through its investigations.

The Office has jurisdiction to investigate all city agencies except departments possessing

subpoena power. The eleven (11) elected City officials are also excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

CORE SERVICES

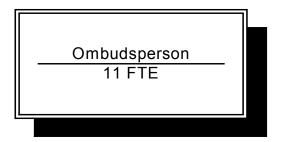
The Office of the Ombudsperson has one core service that is mandated. That service is the investigation of citizen's complaints.

MAJOR INITIATIVES

The major initiative this fiscal year will be to utilize the Case Tracker System to its full potential. Newer ways of formatting reports will be explored, as will be procedures for bringing complaint investigations to quicker resolution. In addition, we will continue to utilize more efficient computer hardware upgrades that can bring about further improvements at minimal costs.

PLANNING FOR THE FUTURE

The Ombudsperson's Office will continue to work closely with the department of Information and Technology (I.T.S.) to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.



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PERFORMANCE GOALS, MEASURES AND TARGETS

Goals:	1999-00	2000-01	2001-02							
Measures	Actual	Projection	Target							
Receive, investigate and resolve										
citizens' complaints about City services:										
Citizen complaints and information										
requests received and resolved	31,000	31,000	31,000							

EXPENDITURES

		1999-00			2	2001-02			
	Actual		2	2000-01 Mayor's		Variance		Variance	
]	Expense	F	Redbook	В	udget Rec			Percent
Salary & Wages	\$	685,323	\$	705,633	\$	742,858	\$	37,225	5%
Employee Benefits		320,671		331,701		366,665	\$	34,964	11%
Prof/Contractual		52,755		95,000		170,000		75,000	79%
Operating Supplies		6,380		11,423		11,423		-	0%
Operating Services		66,590		104,547		112,640	\$	8,093	8%
Capital Equipment		52,220		52,800		-		(52,800)	-100%
Other Expenses		31,546		25,000		15,400		(9,600)	-38%
TOTAL	\$	1,215,485	\$ 1	1,326,104	\$ 1	1,418,986	\$	92,882	7%
POSITIONS		11		11		11		0	0%